

CAPILANO UNIVERSITY

CONFLICT RESOLUTION ADVISOR

Annual Report (Part II*)

August 2010 - March 2011

* Note: This Report includes the statistics contained in the Interim Report for the period August 2010 to December 2010.

Submitted by: Keiron Simons

I. Overview

Beginning February 2011, the current Advisor began work in the role in a half-time capacity. His regular days on campus are Wednesdays and Thursdays, though he is flexible and has had meetings on and off campus with clients on alternate days as meets their needs.

As the information in this report indicates, the transition of Advisors has not led to a decrease in inquiries, which attests to the trust in the position that was build by the previous Advisor.

II. Education and Prevention

The recent arrival of the new Advisor has meant that in the first two months of his fulfilling the role preventative trainings unrelated to specific concerns within teams have not been provided. Future workshops are in discussion with CSU and other groups on campus to ensure the education meets the needs and the interest of the community they will be designed to serve.

For Employees

Respectful Learning and Working Environment Workshops

The new Advisor has delivered one 1.5 hour RLWE Workshop and has another planned for another team in the Spring. Both are specifically designed to meet the needs of particular teams - integrating awareness-raising (about the Policy/Statement) and capacity building to increase the level of respectful behaviour within the team. The first was developed in consultation with the local supervisor. The latter is being developed in consultation with the Dean.

For Students

Resolving Conflict Positively

A Workshop is being developed in consultation with CSU staff to meet the needs of students and will be presented at the SUB.

University-wide

Respectful Learning and Working Environment

The Advisor is currently developing a general RLWE Workshop and will be presenting it all branches of the Capilano University community in the coming year.

Conflict Resolution and Harassment Website

The Advisor has begun to update the site. It will be enhanced on a continuous basis. See <http://www.capilanou.ca/services/personal/conflict.html>

III. Respectful Learning and Working Environment Initiative

The Advisor is developing an implementation strategy for the Respectful Working and Learning Environment Policy/Statement. In addition, a member of faculty is working on a Master's project researching the implementation and completing a literature review and survey of other institutions with the goal of making recommendations. She is being supervised by the President in this project. The results should prove valuable.

IV. Consultation/Interventions/Complaints

The Advisors were requested to consult in 34 challenging situations during the preceding seven months in which there was an acting Advisor, fifteen in the past two months alone.

CONSULTATIONS	Aug 2010- Mar 2011	
	#	%
Human Rights	5	15 %
Personal Harassment	3	9 %
Interpersonal Conflict	26	76 %

The **Human Rights** category contains all the complaints of harassment under the prohibited grounds of discrimination under human rights law.

The **Personal Harassment** category includes only situations where a person complains of demeaning or threatening words or behaviour that are not related to one of the grounds of discrimination.

Interpersonal Conflict refers to conflict situations that do not have the characteristics of either of the first two categories.

For the purposes of comparison here are the statistics from the past 7 years.

CONSULTATIONS	August 2003 – Mar 2011	
	#	%
Human Rights	71	18.8 %
Personal Harassment	45	11.9 %
Interpersonal Conflict	261	69.3 %

Charts showing details (gender and constituency of complainants and respondents, grounds, outcome, etc) of the consultations that concerned Human Rights and Personal Harassment this year and for the previous 7 years are found at Appendix A.

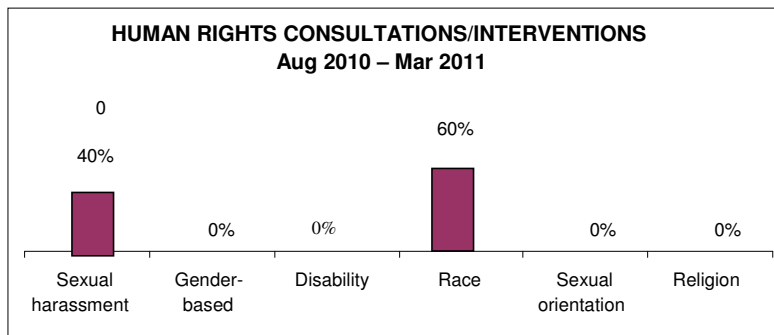
The consultations on interpersonal conflict this year originated from different areas in the University. Examples of responses:

- At the request of a VP and of a Dean, conducted interviews, made an assessment and developed RLWE workshops involving staff (one already facilitated one upcoming).
- Prepared student for and facilitated mediation between the student and her instructor.
- At the request of a Dean, met with coordinator and will meet with individual faculty members to manage a dispute.
- Ongoing periodic consultations with a staff supervisor in a particularly challenging work area.
- Coached staff and faculty in approaching coworkers and managers with their concerns and resolving conflicts.
- Mediation process between a faculty member and coordinator is in preliminary process.
- Consultations with a Dean and Administrators on dealing with stresses and conflicts in their areas of responsibility.

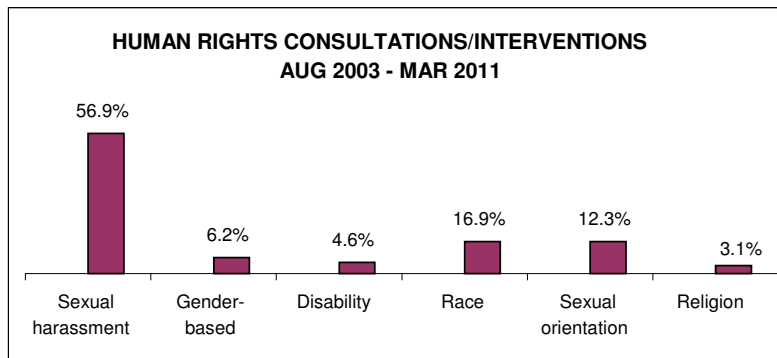
APPENDIX A - CONSULTATIONS

HUMAN RIGHTS CONSULTATIONS/INTERVENTIONS

GROUNDS	Aug 2010 - Mar 2011	
	#	%
Sexual harassment	2	40.0 %
Gender-based	0	0.0 %
Disability	0	0.0 %
Race	3	60.0%
Sexual orientation	0	0.0 %
Religion	0	0.0 %



GROUNDS	Aug 2003 – Mar 2011	
	#	%
Sexual harassment	37	56.9 %
Gender-based	4	6.2 %
Disability	3	4.6 %
Race	11	16.9 %
Sexual orientation	8	12.3 %
Religion	2	3.1 %



HUMAN RIGHTS AND PERSONAL HARASSMENT CONSULTATIONS/INTERVENTIONS

COMPLAINANTS' GENDER	Aug 2010 – Mar 2011		Aug 2003 – Mar 2011	
	#	%	#	%
Male	1	11.1 %	29	27.9 %
Female	8	88.9 %	75	72.1 %

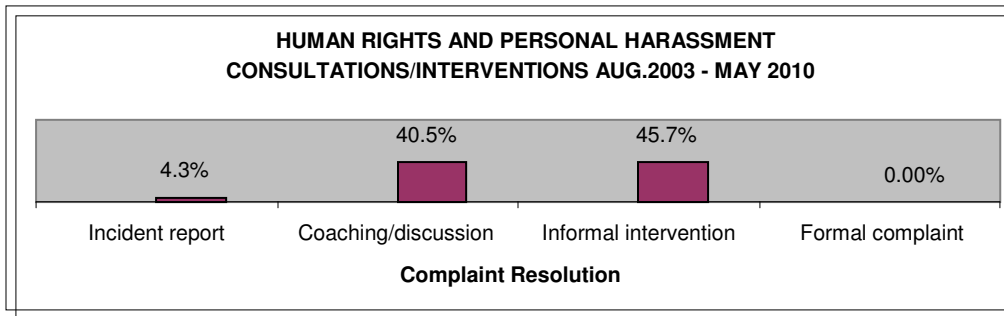
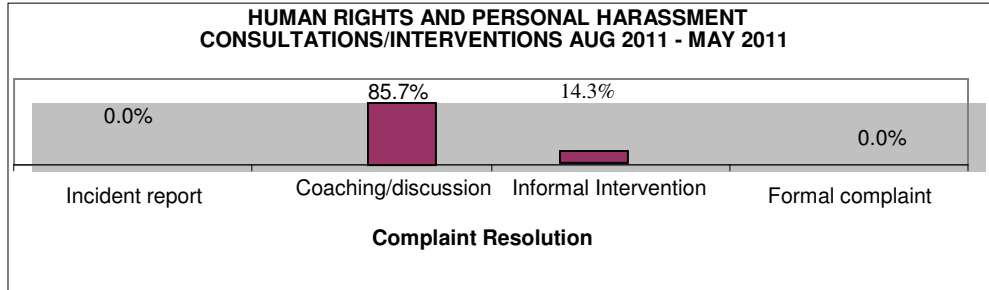
COMPLAINANTS' CONSTITUENCY	Feb 2011 – Mar 2011		Aug 2003 – Mar 2011	
	#	%	#	%
Student	4	44.4 %	68	63.0 %
Faculty	3	33.3 %	22	20.4 %
Staff	2	22.3 %	18	16.6 %
Administration	0	0.0 %	0	0.0 %

RESPONDENTS' GENDER	Feb 2011 – Mar 2011		Aug 2003- Mar 2011	
	#	%	#	%
Male	4	44.4 %	58	67.4 %
Female	5	55.6 %	28	32.6 %

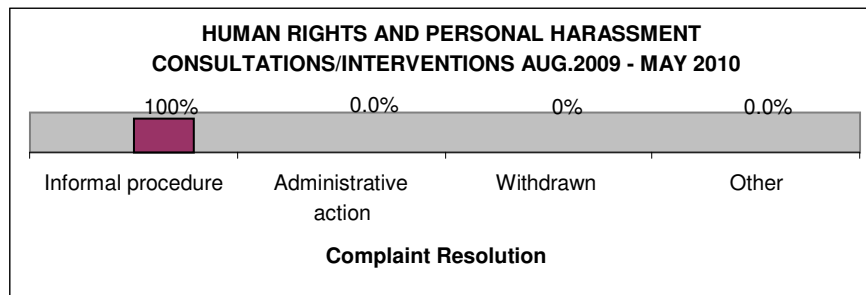
RESPONDENTS' CONSTITUENCY	Aug 2010 – Mar 2011		Aug 2003- Mar 2011	
	#	%	#	%
Student	2	20.0 %	37	35.6 %
Faculty	3	30.0 %	32	30.7 %
Staff	2	20.0 %	9	8.7 %
Administration	1	10.0 %	2	1.9 %
Other (e.g., off-campus)	2	20.0 %	24	23.1 %

TYPE OF INTERVENTION	Aug 2010 – Mar 2011		Aug 2003- Mar 2011	
	#	%	#	%
Incident report	0	0.0 %	4	4.3 %
Coaching/discussion	6	85.7 %	47	50.5 %
Informal intervention	1	14.3 %	42	45.7 %
Formal complaint	0	0.0 %	0	0.0 %

HUMAN RIGHTS AND PERSONAL HARASSMENT CONSULTATIONS/INTERVENTIONS, continued



COMPLAINT RESOLUTION	Feb 2011 – Mar 2011		Aug 2003- May 2010	
	#	%	#	%
Informal procedure	1	100.0 %	26	66.6 %
Administrative action	0	0.0 %	10	25.7 %
Withdrawn	0	0.0 %	0	0.0 %
Other	0	0.0 %	3	7.7 %



**HUMAN RIGHTS AND PERSONAL HARASSMENT
CONSULTATIONS/INTERVENTIONS AUG.2003 - MAY 2010**

